

Position Description

Read each heading carefully before proceeding. Make statements simple, brief, and complete. Be certain the form is signed. Send the original to the Office of Personnel Services.

CHECK ONE: ☐ NEW POSITION ☒ EXISTING POSITION

Part I - Items 1 through 12 to be completed by department head or personnel office.

1. Agency Name Department for Children and Families		9. Position No.	10. Budget Program Number		Agency Number
2. Employee Name (leave blank if position vacant)		11. Present Class Title (if existing position) Program Consultant II			
3. Division Human Services – Executive Branch Information Technology		12. Proposed Class Title			
4. Section Business IT Services	For Use By Personnel Office	13. Allocation		Position Number	
5. Unit Business Help Desk		14. Effective Date			
6. Location (address where employee works) City Topeka County Shawnee		15. By	Approved		
7. (circle appropriate time) Full time Perm. Inter. Part time Temp. %	16. Audit Date: By: Date: By:				
8. Regular hours of work: (circle appropriate time) FROM: 8:00 AM PM To: 5:00 AM PM	17. Audit Date: By: Date: By:				

PART II - To be completed by department head, personnel office or supervisor of the position.

18. If this is a request to reallocate a position, briefly describe the reorganization, reassignment of work, new function added by law or other factors which changed the duties and responsibilities of the position:

19. Who is the supervisor of this position? (person who assigns work, gives directions, answers questions and is directly in charge)?

Name	Title	Position Number
Ann Koci	Public Service Executive	K0000042982

Who evaluates the work of an incumbent in this position?

Name	Title	Position Number
Ann Koci	Public Service Executive	K0000042982

20. a) How much latitude is allowed employee in completing the work? b) What kinds of instructions, methods and guidelines are given to the employee in this position to help do the work? c) State how and in what detail assignments are made.

Employee is expected to work independently under general direction, is given a great deal of latitude in completing assignments and is responsible for managing their own workload. The work stems from being exploratory and developmental in nature with only general guidelines provided. Supervision of this position is accomplished with regular scheduled conferences. The position must be sufficiently flexible to respond to a variety of needs which require familiarity with a wide range of DCF programs. Due to the non-routine nature of the tasks, the position has some latitude in determining the nature of the final product and in committing unit resources.

21. Describe the work of this position using the page or one additional page only. (Use the following format for describing job duties):

What is the action being done (use an action verb); to **whom** or **what** is the action directed (object of action); **why** is the action being done (be brief); **how** is the action being done (be brief). For each task state: Who reviews it? How often? What is it reviewed for?

Number Each Task and Indicate Percent of Time and Identity each function as essential or marginal by placing an E or M next to the % of time for each task. Essential functions are the primary job duties for which the position was created and that an employee must be able to perform, with or without reasonable accommodation. A marginal function is a peripheral, incident of minimal part of the position.

No. Each Task and Indicate Percent of Time	E or M	<p>The person in this position has access to protected health information (PHI) under the provisions of the Health Information Portability Act of 1996 (HIPAA) Privacy Rule. PHI must be treated in accordance with the provisions of the HIPAA Privacy Regulation including the requirements for safeguarding, releasing and recording the release of such information. The person will receive training in the provision of the HIPAA Privacy Regulations as they relate to the duties of this position and has signed a confidentiality agreement.</p> <p>In addition to the tasks listed below, the incumbent is expected to communicate the Mission, Vision and Guiding Principles of the agency to peers, clients and the public; identify personal strength and developmental needs to increase job performance and long-term career growth. Continually analyze work processes, seek new approaches and make recommendations to enhance efficiency and effectiveness of the agency. Works in a harmonious and cooperative fashion with other staff to provide efficient and effective customer service. Uses free time as available to assist other staff in the completion of work assignments. Contributes to a positive work environment through a positive, helpful, courteous demeanor towards staff, clients, and the general public. Adheres to appropriate standards of conduct regarding the use of leave and reports to work on time.</p>
50%	E	<p><u>End User Support</u></p> <p>This is technical and specialized work where the responsibilities include but are not limited to, user support and customer service which includes responding to incoming phone calls, email and voice mail inquiries from field workers, supervisors, managers and administration personnel as it relates to DCF computer systems. This will include automated system functional problems, general and technical questions about system usage and miscellaneous contacts that may or may not pertain to Help Desk supported systems. Even though a Help Desk Program Consultant may specialize in a particular system, the expectation is to coordinate the resolution of all field staff inquiries.. This may require coordination with the appropriate system specialist inside or outside of ITS as well as being the liaison between the business, ITS and the customer. Follows standard Help Desk operating procedures such as accurately logging all Help Desk incidents using the call tracking software. Responds to inquiries in a timely manner. Escalates issues to the appropriate team as needed.</p>
20%	E	<p><u>Communication</u></p> <p>Reviews and distributes communication sent to DCF Messenger for content and makes changes as needed. Determines which part of the DCF organization will need the communication and sends via email as needed. Escalates issues as needed.</p>
20%	E	<p><u>Documentation/Research</u></p> <p>Provides concise yet detailed documentation within the incident tracking software. Documents resolutions in order to create a knowledge base. Researches and resolves issues in an appropriate manner. Escalates issues with the appropriate documentation that need to be reviewed by a developer or system specialist as needed.</p>
10%	E	<p><u>Ad Hoc Responsibilities</u></p> <p>Completes other tasks/special projects as assigned by manager. Provide backup support for the Technical Help Desk as needed. Attends meetings as needed</p>

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22. a. If work involves leadership, supervisory, or management responsibilities, check the statement which best describes the position:
- () Lead worker assigns, trains, schedules, oversees, or reviews work of others.
 - () Plans, staffs, evaluates, and directs work of employees of a work unit.
 - () Delegates authority to carry out work of a unit to subordinate supervisors or managers.

b List the names, class titles, and position numbers of all persons who are supervised directly by employee on this position.

Name

Title

Position Number

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23. Which statement best describes the results of error in action or decision of this employee?

- () Minimal property damage, minor injury, minor disruption of the flow of work.
- () Moderate loss of time, injury, damage or adverse impact on healthy and welfare of others.
- (X) Major program failure, major property loss, or serious injury or incapacitation.
- () Loss of life, disruption of operations of a major agency.

Please give examples.

Field users would not have a direct contact for computer system support issues. DCF recipients could not receive benefits in a timely manner. System changes, enhancements and corrections would not be documented nor incorporated into the systems user's manuals. This could result in users using the system functions in an incorrect manner.

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24. For what purpose, with whom and how frequently are contacts made with the public, other employees or officials?

The purpose of this role is to provide computer system support to the field users as it relates to the various systems used to provide services for our clients. Frequent contact with administrative, technical, program and field staff within the agency along with technical support staff within other agencies and contractors. Contacts are in person, by telephone, or email.

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25. What hazards, risks or discomforts exist on the job or in the work environment?

Physical hazards, risks or discomforts are considered to be infrequent and minimal.

Working with disgruntled or angry employees when having to address computer system performance and/or issues.

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26. List machines or equipment used regularly in the work of this position. Indicate the frequency with which they are used:

Daily use of all DCF computer systems, spreadsheets and database applications, printers, copier, fax machine, office telephone and all general office equipment are required.

PART III - To be completed by the department head or personnel office

27. List the minimum amounts of education and experience which you believe to be necessary for an employee to begin employment in this position.

Minimum Requirement: One year of experience in planning, implementing and monitoring activities relevant to the agency's programs. Education may be substituted for experience as determined relevant by the agency.

Education or Training - special or professional

Prefer a 4 year degree.

Special knowledge, skills and abilities

Prefer experience in, or knowledge of the appropriate program areas, as well as, a solid knowledge of the current mainframe systems (KAECSES- AE, CSE; KsCares and FACTS systems). Independent work experience in program consulting.

Experience - length in years and kind

28. SPECIAL QUALIFICATIONS

State any additional qualifications for this position that are necessary either as a physical requirement of an incumbent on the job, a necessary special requirement, a bona fide occupational qualification (BFOQ) or other requirement that does not contradict the education and experience statement on the class specification. A special requirement must be listed here in order to obtain selective certification.

Must maintain security clearance throughout employment.

Signature of Employee

Date

Signature of Personnel Official

Date

Approved:

Signature of Supervisor

Date

Signature of Agency Head or
Appointing Authority

Date